

**Ryan White Part A Program
Serving the Middlesex, Somerset, Hunterdon
Transitional Grant Area**

**Standards of Care for Medical Transportation Services
Ryan White HIV/AIDS Treatment Extension Act of 2009**

Approved on November 13, 2018
(Revision due November 13, 2021)

Prepared by

**Service Standards and Integrated Care Committee of the
Middlesex-Hunterdon-Somerset HIV Health Services Planning Council**

HRSA/HAB Category Definition:

Medical transportation includes conveyance services provided to consumer directly or through voucher so he/she may access healthcare services. Medical transportation services includes access to services that promote positive health outcomes.

Source: (US Dept. of Health and Human Services, Health Resources and Services Administration, (HRSA), HIV/AIDS Bureau (HAB) 2009 Ryan White HIV/AIDS Treatment Modernization Act of 2009.

Agency Standards of Care (Medical Transportation Services)

Table 1. Agency Related Issues			
Policy Number	Activity/Issue	Standard of Care Minimum Acceptable Threshold of Service	Accountability Mechanism
1.1	Definition of services	Agency has description of services on file.	100% of agencies will define services they provide.
1.2	Licensure	Agency has current licenses on file from appropriate licensing agency.	100% of agencies are licensed and accredited by appropriate state/federal agencies.
1.3	Hours of operation	Agency has documentation of operating hours on file.	Staff is available to answer incoming calls during agency's normal operating hours. If client calls within operating hours, staff will respond within one business day or the first business day after a weekend or holiday
1.4	Emergency services	Agency has policy on file outlining emergency service procedures related to the service they provide.	100% of agencies will have policies in place to handle emergencies/crises that occur outside of normal operating hours.
1.5	Special service needs	Agency complies with Americans Disabilities Act (ADA).	100% of agencies have policies to respond to special needs clients.
1.6	Cultural/Linguistic diversity	Agency has written policy on file including process for language translation.	100% of agencies have policies in place for responding to cultural and linguistic diversity (including translation services).
1.7	Referrals	Agency has written referral policy on file.	100% of agencies will have a referral process for care of HIV related problems outside of their direct service area.
1.8	Linkages	Agency has written policy for establishing linkages and record of linkages on file.	100% of agencies will develop and maintain linkages with primary health care, support and other service providers.
1.9	Provider communication	Agency has written policies on file that allow for communication between different programs.	100% of providers document communication regarding patient care (HRSA funded services and others.)

		Documentation of consent is required	
1.10	Policies and procedures	Agency has written staff policies on file.	<p>100% of agencies have written policies for staff which include (but are not limited to):</p> <ul style="list-style-type: none"> ● Agency policy and procedures ● Agency has a description of the Ryan White Treatment Extension Act of 2009 ● Standards of professional behavior ● Compliance with the Health Insurance Portability and Accountability Act [PL 104-191] ● Client confidentiality ● Release of information ● Communication about agency issues ● Health and safety procedures including universal precautions ● Complaint and grievance procedures
1.11	Staff evaluation	Agencies have procedures in place to evaluate staff.	<p>100% of agencies have evaluation procedures on file.</p> <p>100% of agency staff has a working knowledge of evaluation procedures.</p> <p>100% of agency staff receive an annual performance evaluation</p>
1.12	Quality management	Agencies have procedures in place to evaluate the quality and effectiveness of psychosocial support on an ongoing basis.	<p>100% of agency has written procedures on file to evaluate provision of access to transportation services.</p> <p>Agency participates fully in TGA Quality Management activities including data and chart review processes.</p>
1.13	CAREWare data collection	Monthly reports are sent to grantee and are available on request.	100% of agencies regularly update client information, needs assessment, client progress and care and client referrals and other services provided and

		CAREWare is used to ensure data is collected in a uniform manner	share monthly reports with grantee.
1.14	Planning Council attendance	Agency representatives must attend monthly Planning Council meeting	Agency must attend 75% of monthly Planning Council meetings

**Staff Standards of Care
(Medical Transportation Services)**

Table 2. Staff Related Issues			
Policy Number	Activity/Issue	Standard of Care Minimum Acceptable Threshold of Service	Accountability Mechanism add percentages
2.1	Staff hiring	All staff will have necessary skills and experience determined by <ul style="list-style-type: none"> • Written application • Resume • References • Personal interview 	Application, resume, and communication with personal references are documented in personnel files.
2.2	Staff qualifications	All staff have a diploma, certificate or license (if appropriate) or experience documented in personnel file	100% of staff possesses a diploma, certificate or license (if appropriate) or experience documented in personnel file
2.3	Staff job descriptions	All staff will be given a written job description. The job description includes definition of psychosocial support	100% of staff has job description documented in personnel file.
2.4	Staff training	All staff are trained and knowledgeable on: <ul style="list-style-type: none"> • HIV/AIDS and the affected community including disease process, co-morbidities and psychosocial effects of the disease. • Cultural sensitivity. • Entitlement programs, benefits to clients, and community resources/support services • Client confidentiality, client rights, agency grievance procedures 	Training is documented in 100% of personnel files.
2.5	Staff continuing education	All staff has the opportunity to take advantage of continuing education training that is available and appropriate. Staff attends at least one in-service or specialized training a year on topics related to their position.	Training is documented in 100% of personnel files.
2.6	Staff supervision	All supervisors are knowledgeable about RYAN WHITE HIV	100% of supervisors are knowledgeable about

	Staff supervision continued	medical transportation services and procedures including fiscal and program All staff will receive (at minimum) one hour supervision per week to develop skills	RYAN WHITE program. Supervision is documented in personnel file
2.7	Policies and procedures	Signed form is documented in personnel file.	100% of staff agrees to follow agency policies and procedures (See 1.10).
2.8	Staff evaluation	Staff evaluations are documented in personnel files.	100% of staff is evaluated on their performance annually.
2.9	Documentation	All staff will keep written documents of contact with clients in accordance with RYAN WHITE data collection procedures	100% of all contacts are documented in client files.

**Client Standards of Care
(Medical Transportation Services)**

Table 3. Client Related Issues			
Policy Number	Activity/Issue	Standard of Care Minimum Acceptable Threshold of Service	Accountability Mechanism
3.1	Client Eligibility for any RW Service	In order to be eligible for services, individuals must meet the following: <ul style="list-style-type: none"> • HIV+ • Residing or receiving services in the Middlesex, Somerset, Hunterdon TGA • Income no greater than 500% of the Federal Poverty Level. 	100% of clients have documentation of HIV + status, residence, and income.
3.2	Document level of access to other transportation services	Consumer must attempt to access other forms of transportation including but not limited to: <ul style="list-style-type: none"> • Medicaid transportation • Free public transportation • Other sources of transportation services for which client is eligible 	95% of consumer charts describe level of access to other forms of transportation
3.3	Referral to medical transportation program	In order to qualify for Ryan White medical transportation services, consumers must present <u>documented need</u> within the provider agency OR an internal referral from a Ryan White provider agency.	100% of RW consumers have documented need or referral from RW agencies as demonstrated in CARE Ware.
3.4	Confirmation of health related need for transportation	Destination is confirmed to provide a health outcome related service.	95% of consumer charts have a documented verification of the need.
3.5	Access to transportation	Eligible consumers are provided transportation via: <ul style="list-style-type: none"> • voucher • pre-arranged taxi (Lyft, UBER, etc.) • bus/train ticket Appointment must be confirmed for use*	90% of consumer charts reflect documentation of mode of transportation
3.6	Communication	Consumers are given a minimum of two days advanced notification of scheduled appointment including point of origin and destination.	90% of consumer charts reflect notification of transportation access within 2 days of appointment
3.7	Reassessment	Each client receiving medical transportation services must have their Ryan White eligibility reassessed every six months.	90% of client files have documentation of eligibility reassessment

